

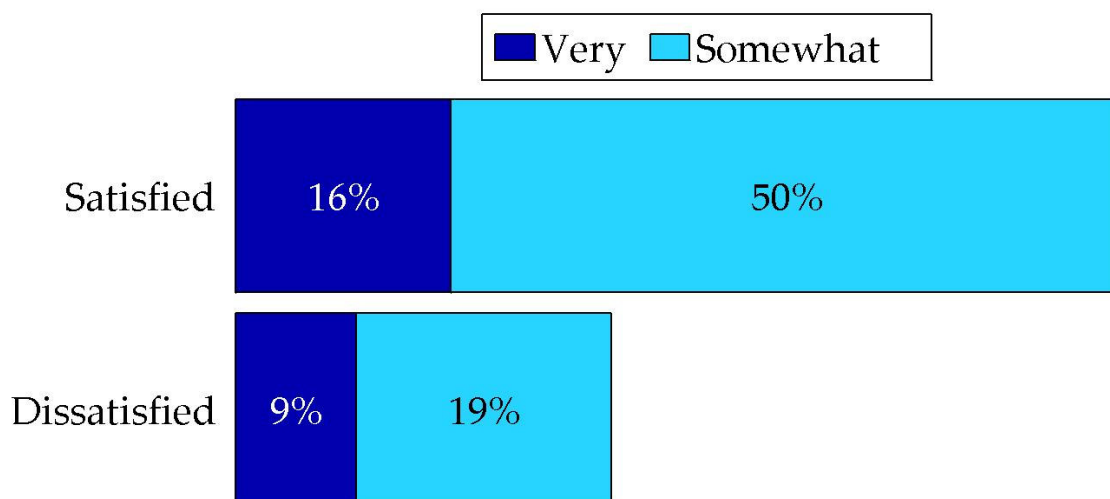
## Chapter 3. Evaluations of MDOT

We asked two questions in this survey that specifically evaluate MDOT. These measures are tools to assess how well MDOT delivers services and products to its customers. These measures are useful benchmarks for measuring change over time. **Sections 3.1** and **3.2** address the results of these questions.

### 3.1 Satisfaction with MDOT

Our evaluative measure asks respondents how satisfied they are with the job MDOT is doing—very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. Two-thirds (66%) of the public is satisfied with MDOT and 28% is dissatisfied (**Figure 2**). Overall, feelings

**Figure 2. Michigan Is Satisfied with the Job Being Done By the Michigan Department of Transportation (Question 1)**

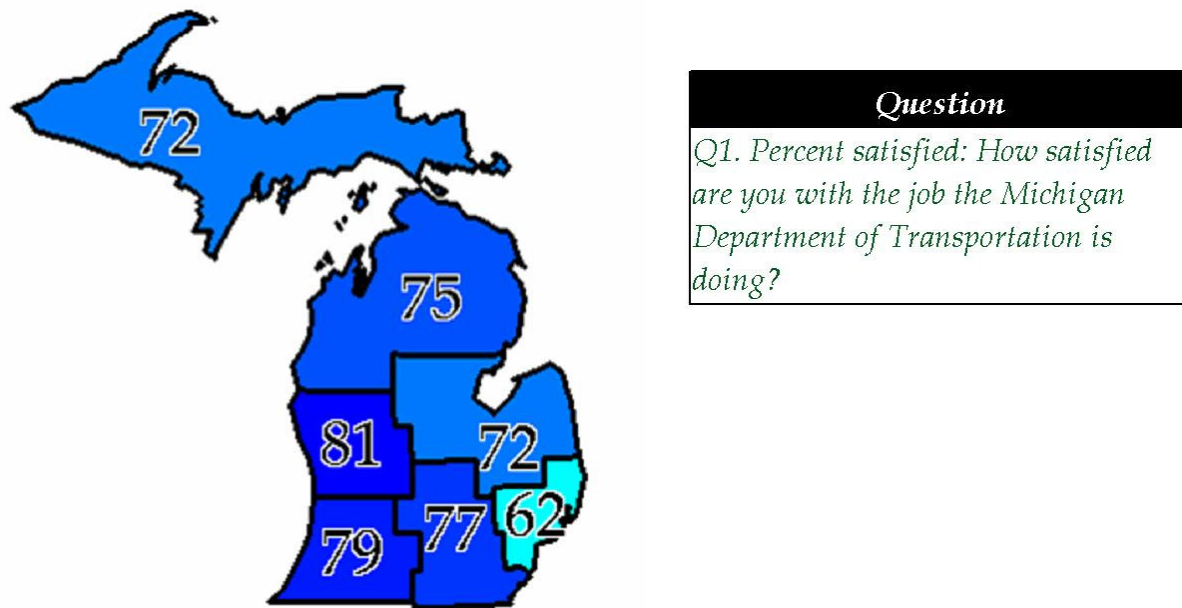


#### Remainder: “Not sure “

in a positive or negative direction are not strong, with only 16% very satisfied and nine percent very dissatisfied. For an evaluation of a government agency, this is a moderately good rating, but one that could be improved.

Regionally, satisfaction is greatest in the south and southwestern parts of the state—the Grand, Southwestern, and University regions (**Figure 3**). Satisfaction is lowest in the Metro region.

**Figure 3. Metro Residents Are The Least Likely Satisfied with MDOT; Residents in the 3 S/SW Regions Are Most Likely (Question 1)**



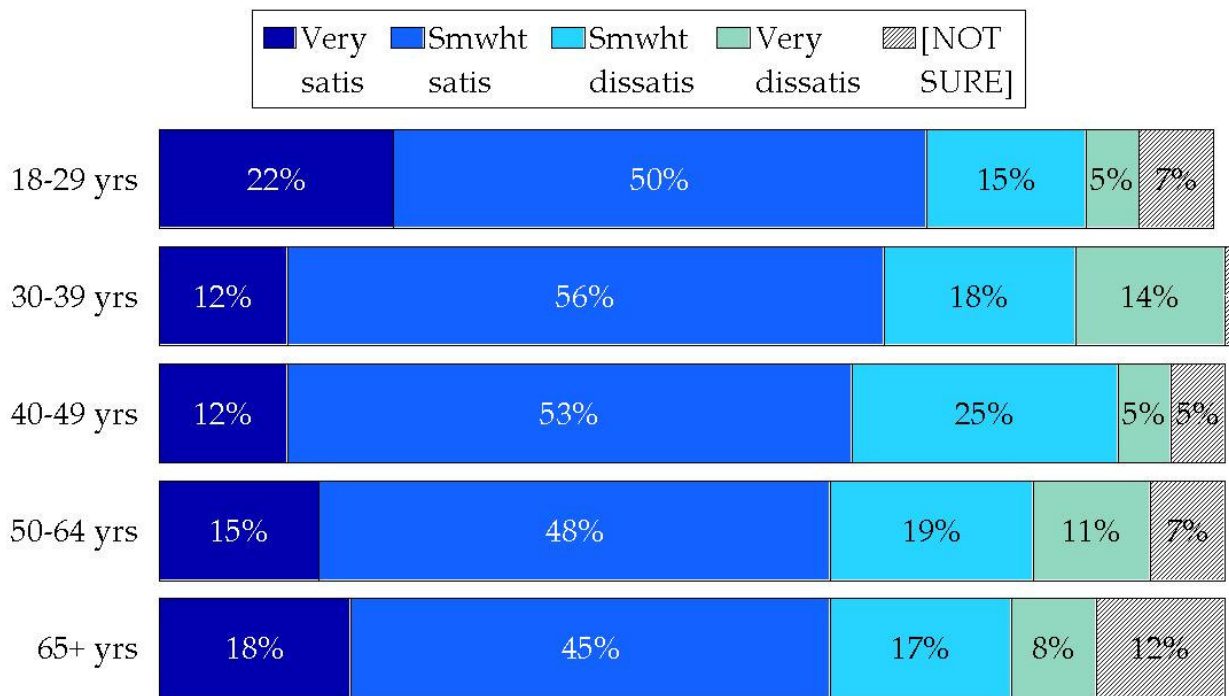
“Not sure” is excluded from this analysis.

(Please note: in this map and in all maps to follow, one part of a bifurcated response is presented. In this case, the numbers shown are the percentage of respondents who are satisfied. Not shown is the percentage of respondents who are dissatisfied. To make this presentation of data work, we exclude from these maps those respondents who say they are "not sure." Thus, when the map shows 76% satisfied in the Southeast, it means that 76% *of those who had an opinion* are satisfied, and 24% of those who had an opinion are dissatisfied. Because we exclude those who are “not sure” in the maps, these numbers will be higher on average than those reported in the bar graphs.)

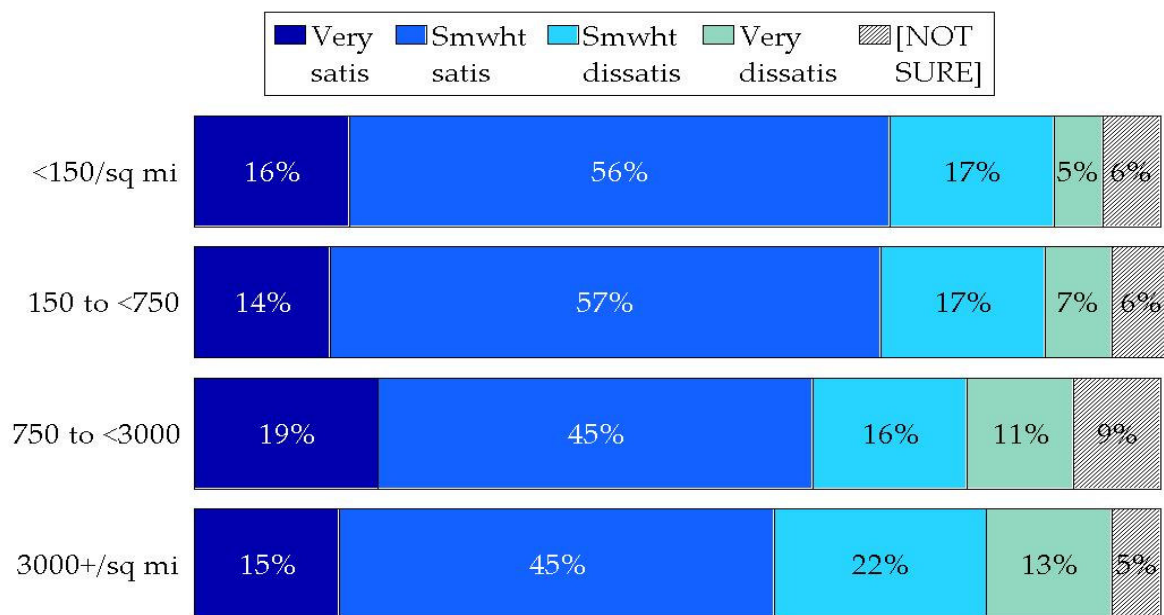
There is a slight relationship between satisfaction and age. Michigan adults under 30 years of age are more likely to be satisfied with MDOT, while Michigan adults over 60 years of age are less likely to say if they are satisfied or dissatisfied (**Figure 4**). This is most likely because more of this older cohort does not drive or drives less. Among Michigan adults under 45 years of age, women are more likely to be satisfied (71%) than men of the same age cohort (65%). Men 65 years of age or older are more likely to be dissatisfied (32%) than are women of that same age cohort (20%).

Michigan adults in high density areas are less satisfied with MDOT than are adults in lower density areas (**Figure 5**). Perhaps related to this finding, non-Whites are much more likely to be dissatisfied with MDOT (37%). College grads are also more likely to be dissatisfied (33%).

**Figure 4. Except for People Under 30 Yrs of Age, Where Satisfaction w/ MDOT Is Highest; Satisfaction Increases the Older One Gets (Question 1)**

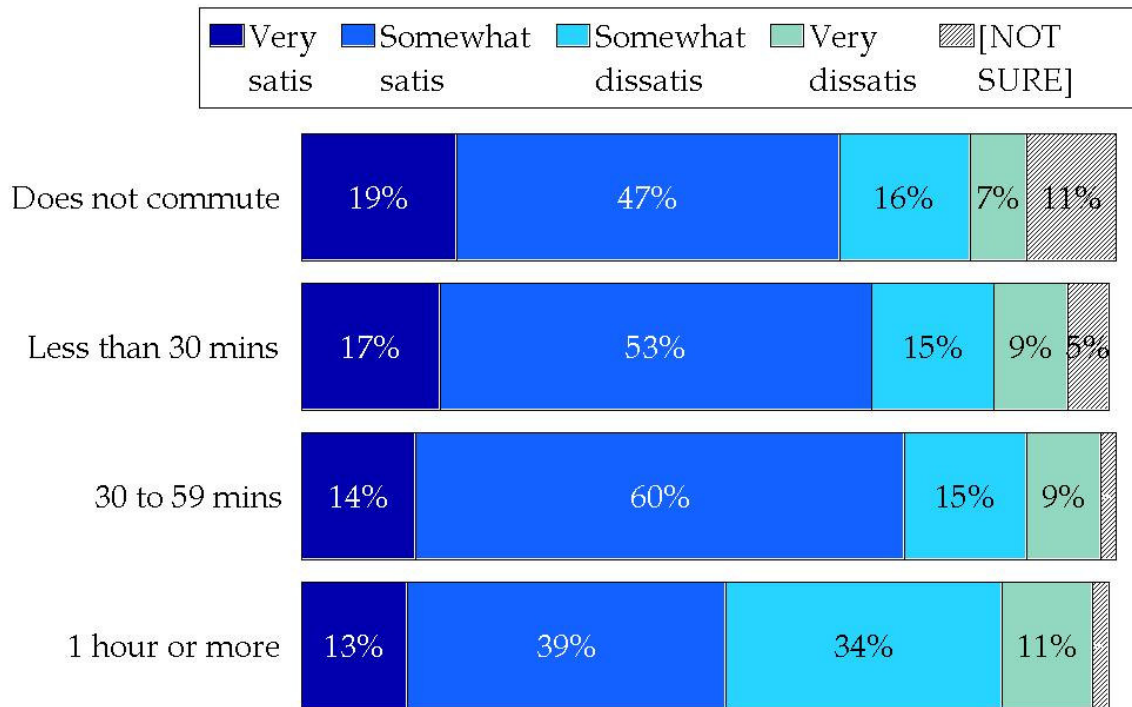


**Figure 5. Satisfaction with MDOT Is Lower for People Living in High Density Areas (Question 1)**



Finally, those who commute an hour or more are much more likely to be dissatisfied with MDOT (45%—**Figure 6**). After that, the length of one's commute, as long as it is under an hour, seems to have no bearing on one's satisfaction with MDOT. Those who do not commute are more likely not to be not sure how they feel about the job MDOT is doing.

**Figure 6. Dissatisfaction with MDOT's Job Performance Is Much Higher for Those Who Commute an Hour or More (Question 1)**



### 3.2 MDOT Projects: Right Solutions for Transportation Problems?

Another MDOT evaluative question is:

*Q4. In considering the range of projects that MDOT has completed—from highway and bridge repairs and expansions, to safety programs, to public transportation, to providing public information and roadside assistance—how many of these projects do you believe were the right solutions for the transportation problems facing Michigan: all, most, some, few, or none?*

Less than one-half (42%) said all or most of MDOT's projects were the right solution to Michigan's transportation problems, while 33% said some, and 15% said few or none (**Figure 7**). In general, we believe any response below "most" should be seen as a low evaluation, and a majority gives MDOT that low evaluation. This is a good measure to track improvement or erosion of public perception of MDOT and its transportation projects over time.

As **Figure 7** shows, those with commutes of more than one hour are, once again, the most critical on this question, while those with no commute are the least able to answer the question.

We see some similar demographic patterns with this measure. Michigan adults under 30 years of age are more likely (44%) to say all or most of MDOT's projects were the right solutions (compared to 39% who say some, few, or none of the projects were). Both those under 30 and those 65 years of age or older were considerably more likely not to be able to give an answer to this question (16% and 17%, respectively).

Non-Whites are less likely to say all or most projects were the right solutions (32%). In addition, those with household incomes over \$75,000 (58%) and college graduates (53%) are considerably more likely to say that only some, few, or none of MDOT's projects were the right solutions to transportation problems facing Michigan.

Regionally, this question breaks a little differently from the satisfaction measure. Once again, Grand is the most positive, with 62% of those with an opinion saying that all or most of MDOT's projects have been the right solutions to Michigan's transportation problems (**Figure 8**). However, respondents from the University Region, who were among the most satisfied, are the least likely to say all or most of MDOT's projects have been the right solutions.

**Figure 7. One-Half of Michigan Adults Believe No More Than Some of MDOT's Projects Were the Right Solutions for Their State (Question 2)**

*Q2. In considering the range of projects that MDOT has completed--from highway and bridge repairs and expansions, to safety programs, public transportation, and providing public information and roadside assistance--how many of these projects do you believe were the right solutions to the transportation problems facing Michigan?*

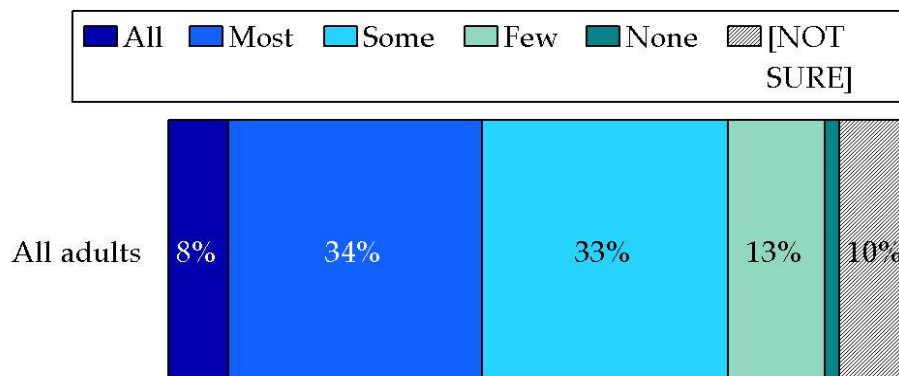
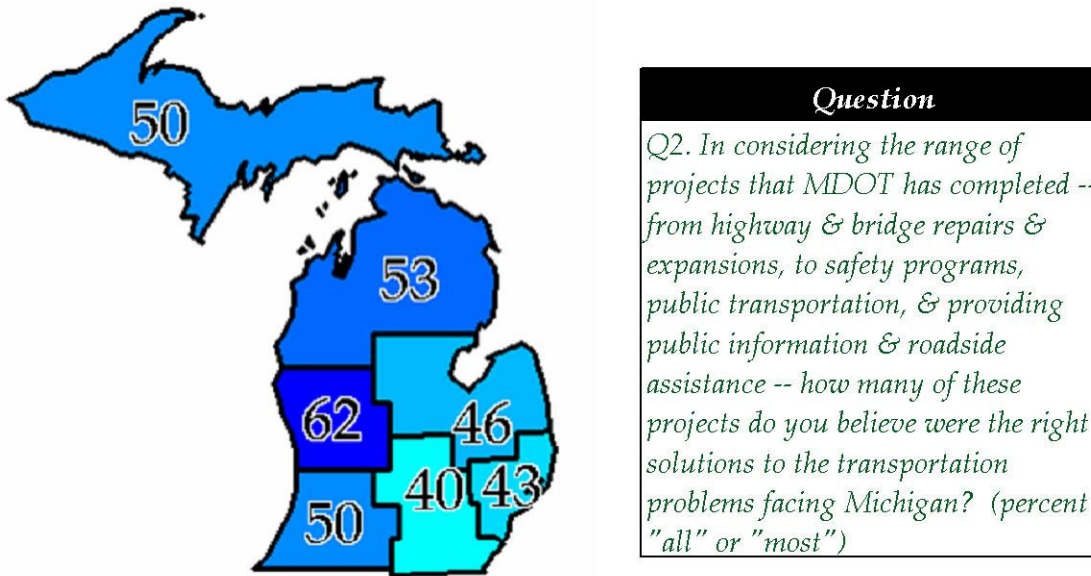


Figure 8. University Residents Least Likely to Believe Transportation Projects Were the Right Solutions; Grand Residents Most Likely (Question 2)



"Not sure" is excluded from this analysis.